SERVICE MANUAL

HIPPO

handicare

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1 Spare parts

1.1 Use of the parts lists

This document is meant as a reference book to be used to order parts for the Hippo.

How to order:
When ordering parts, please specify:
- Serial number (see the identification plate)
- Group (to which the relevant part belongs)
- Article number
- Number of parts required
- Description (in the relevant language)
- Dimensions (if applicable)

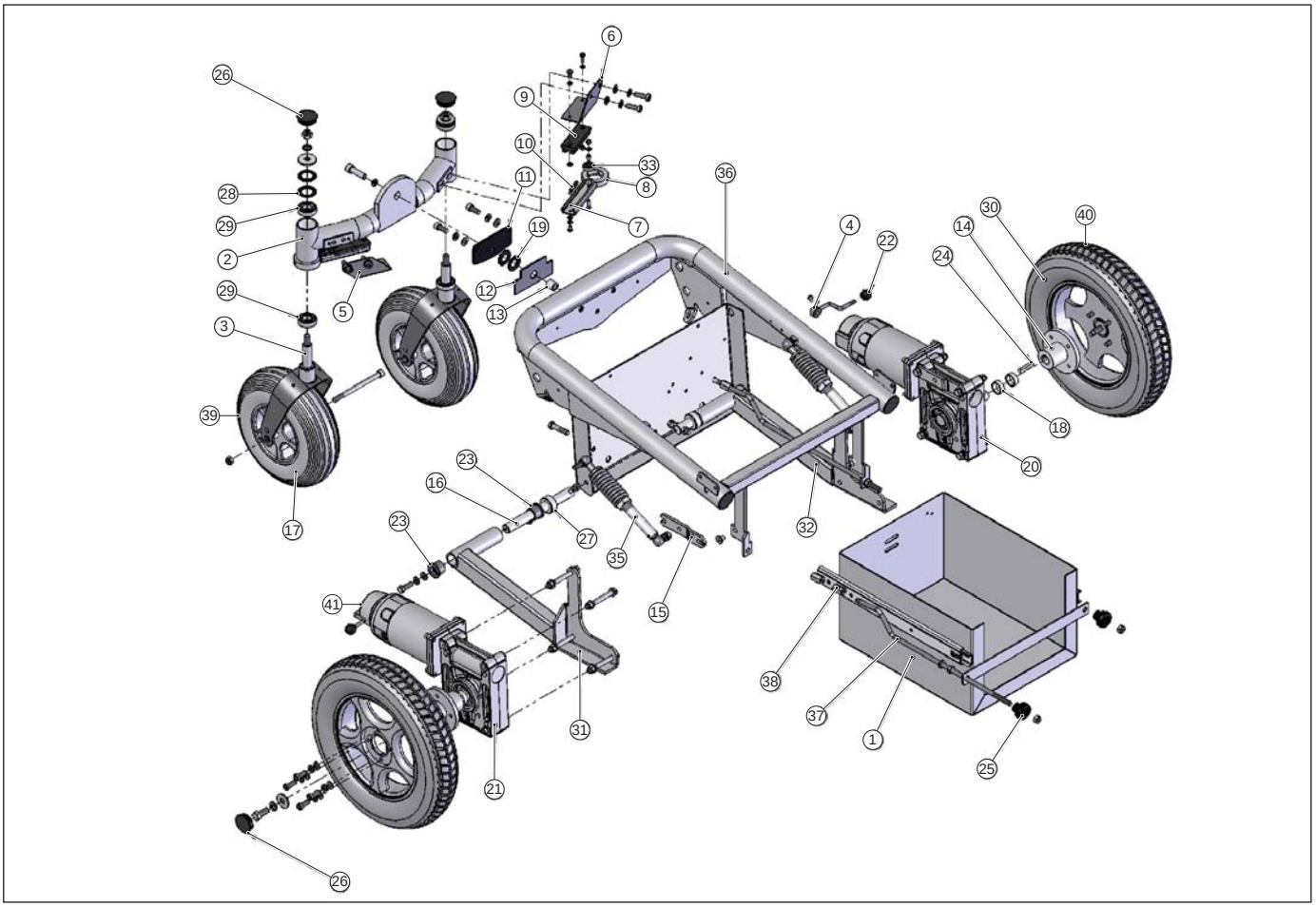
Remark:
- If a part does not have a position number, it means that the part concerned cannot be purchased separately. The part concerned is part of the assembly shown. This assembly must be ordered as one piece. It has to be replaced in its entirety.
- Boxed position numbers refer to the relevant drawing.

Order address:
Please mail or fax your orders to your supplier.

Service technicians:
Repairs may only be carried out by trained and authorised service technicians.
During the execution of their work they are at all times fully responsible for the fulfilment of locally applicable safety guidelines and standards.
Temporary employees and persons in training may only carry out repair and replacement work under the supervision of an authorised service technician.

1.2 Carrier

01 Carrier and motors - version 2

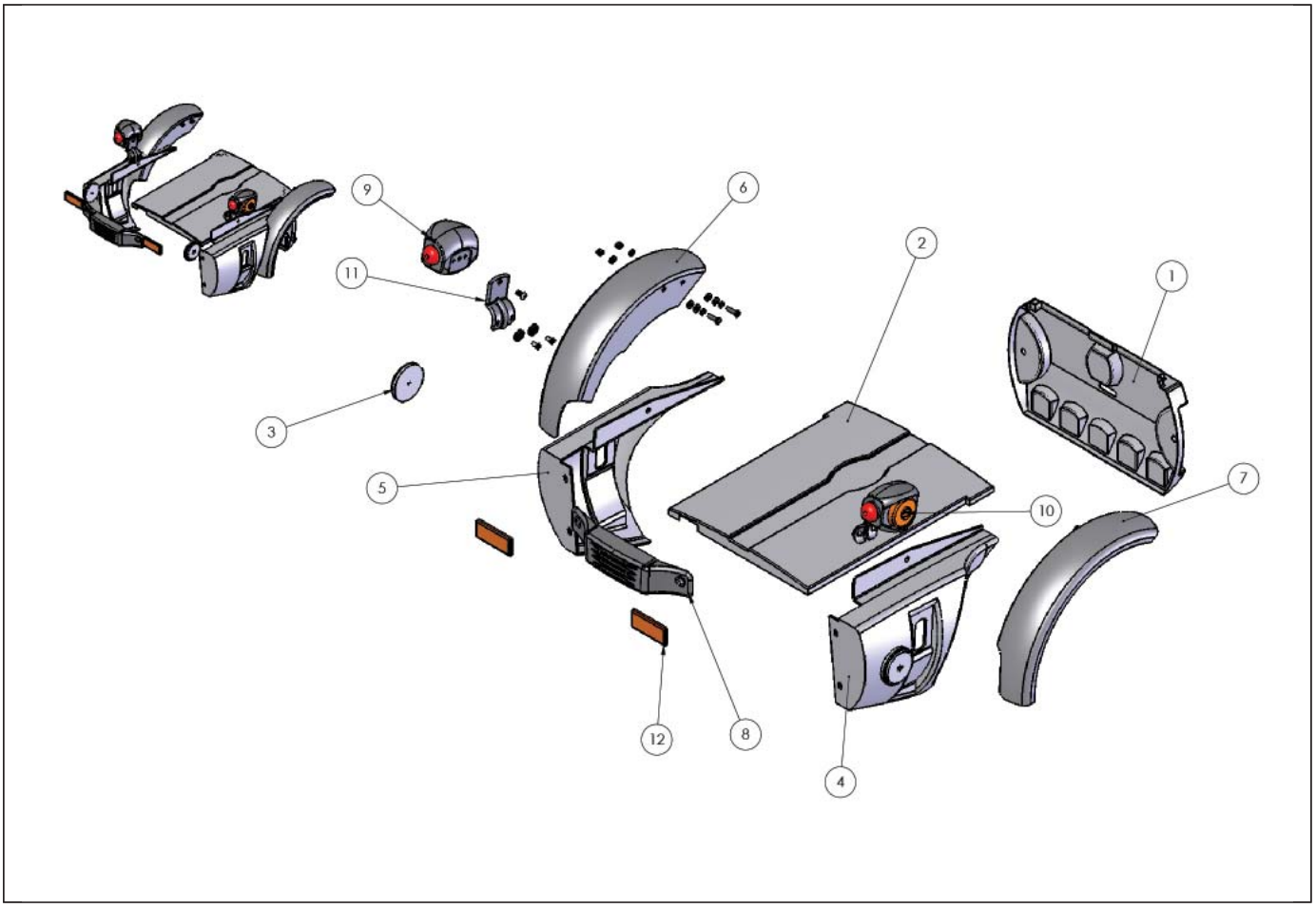


Pos	Qty	Article number	Description
1	1	11516	Battery box
2	1	71011-blauw	Rear bridge, Hippo, blue
2	1	71011-grijs	Rear bridge, Hippo, grey
2	1	71011-oranje	Rear bridge, Hippo, orange
2	1	71011-zwart	Rear bridge, Hippo, black
3	2	11003	Fork, 17 mm
4	2	11060	Handle, EMD motor (VH10000 = handle incl. knob)
4	2	1010153	Handle, Schmid motor
5	1	71016L	Plate, directional stabilizer, left, Hippo
6	1	71016R	Plate, directional stabilizer, right, Hippo
7	2	21045	Stainless steel rail for directional stabilizer
8	2	21047	Ring for directional stabilizer
9	2	21046	Plastic rail for directional stabilizer
10	2	91114	Spring for directionholder
11	1	71010	Retaining plate, Hippo
12	1	71008	Skid plate, rear bridge, Hippo
13	1	71009	Hinge bush, rear bridge Hippo
14	2	11033	Wheel hub for aluminium rim
15	2	71001	Spring strut section
16	2	11009	Engine mounting pin
17	2	1015242	Swivel wheel, aluminium, air 2.80/2.50-4
17	2	1015243	Swivel wheel, aluminium, PU 2.80/2.50-4
18	4	31012	Spacer bushing, drive wheel for Antibes, Capri
19	2	1006756	Cup Spring 31,5X16,3X1,25
20	1	21042	Micro Motor 350W RWD left/FWD right (PGMST 90/50-L 038.8018)
20	1	1009565	Micro Motor 350W RWD left/FWD right for DX (PGMST 90/50-L 038.8018)
20	1	21051	EMD Motor 350W RWD left/FWD right (90BB-9100)
20	1	7000040	EMD Motor 350W RWD left/FWD right for DX (90BB-9100)
20	1	1008582	Schmid Motor 300W RWD left/FWD right

Continued from **01 Carrier and motors - version 2**

Pos	Qty	Article number	Description
20	1	1009563	Schmid Motor 300W RWD left/FWD right for DX
21	1	21043	Micro Motor 350W RWD right/FWD left (PGMST 90/50-L 038.8019)
21	1	1009566	Micro Motor 350W RWD right/FWD left for DX (PGMST 90/50-L 038.8019)
21	1	21052	EMD Motor 350W RWD right/FWD left (90BB-9101)
21	1	7000041	EMD Motor 350W RWD right/FWD left for DX (90BB-9101)
21	1	1008584	Schmid Motor 300W RWD right/FWD left
21	1	1009564	Schmid Motor 300W RWD right/FWD left for DX
-	2	91123	Carbon brush EMD
-	2	103.00031.000	Carbon brush Schmid
22	2	8600282	Ball knob M6 R/20 black
23	2	1006751	Collar 18mm
24	4	91067	Slide bearing plastic, M-250
25	2	4506450	Key for motor for powered wheelchair
26	2	11029	Star knob, M8, complete
27	6	8820965	Insert cap, diameter 36
28	4	00000.2806	Cupped spring washer 34,6x22,4x0,5
29	4	0695560	Ball bearing 6003
30	2	1015252	Wheel, aluminium, air 300x8, block profile
30	2	1015253	Wheel, aluminium, PU 300x8, block profile
31	1	21028-E	Motor bracket, extended for FWD, left
32	1	21029-E	Motor bracket, extended for FWD, right
33	2	0699240	Ball bearing 608 2rs
34	2	91116	Bronze bearing for directional stabilizer
35	2	AC20410	Spring strut, standard, L=215
35	2	1009232	Spring strut, Hippo with Schmid motors
36	1	71000-V2-bl	Main frame Hippo V2 Bleu
36	1	71000-V2-gr	Main frame Hippo V2 Grey
36	1	71000-V2-or	Main frame Hippo V2 Orange
36	1	71000-V2-zw	Main frame Hippo V2 Black
37	2	71018	Reinforcing rod for Hippo V2
38	2	2740200	Link nut M8
39	2	31014	Tyre 2.80/2.50x4
40	2	01003	Tyre 3.00x8" C-248
41	2	91128	Brake cover for EMD 90BB-9100/9101/9102/9103
-	1	91127	Motor brake left/right for EMD motor
-	1	1003243	Motor brake right for Schmid motor (3 mounting bolts)
-	1	1003242	Motor brake left for Schmid motor (3 mounting bolts)
-	1	1011125	Motor brake right for Schmid motor (2 mounting bolts)
-	1	1011124	Motor brake left for Schmid motor (2 mounting bolts)
-	2	SP20019	Fork with suspension
-	1	19030	Power cable Pilot+
-	1	99120	Battery fuse cable
-	1	99117	Fuse 100A
-	2	1015116	Inner tube 2.80/2.50x4
-	2	1015107	Outer tyre 2.80/2.50x4 grey line profile
-	2	1015117	Inner tube 3.00x8
-	2	1015111	Outer tyre 3.00x8 grey block profile

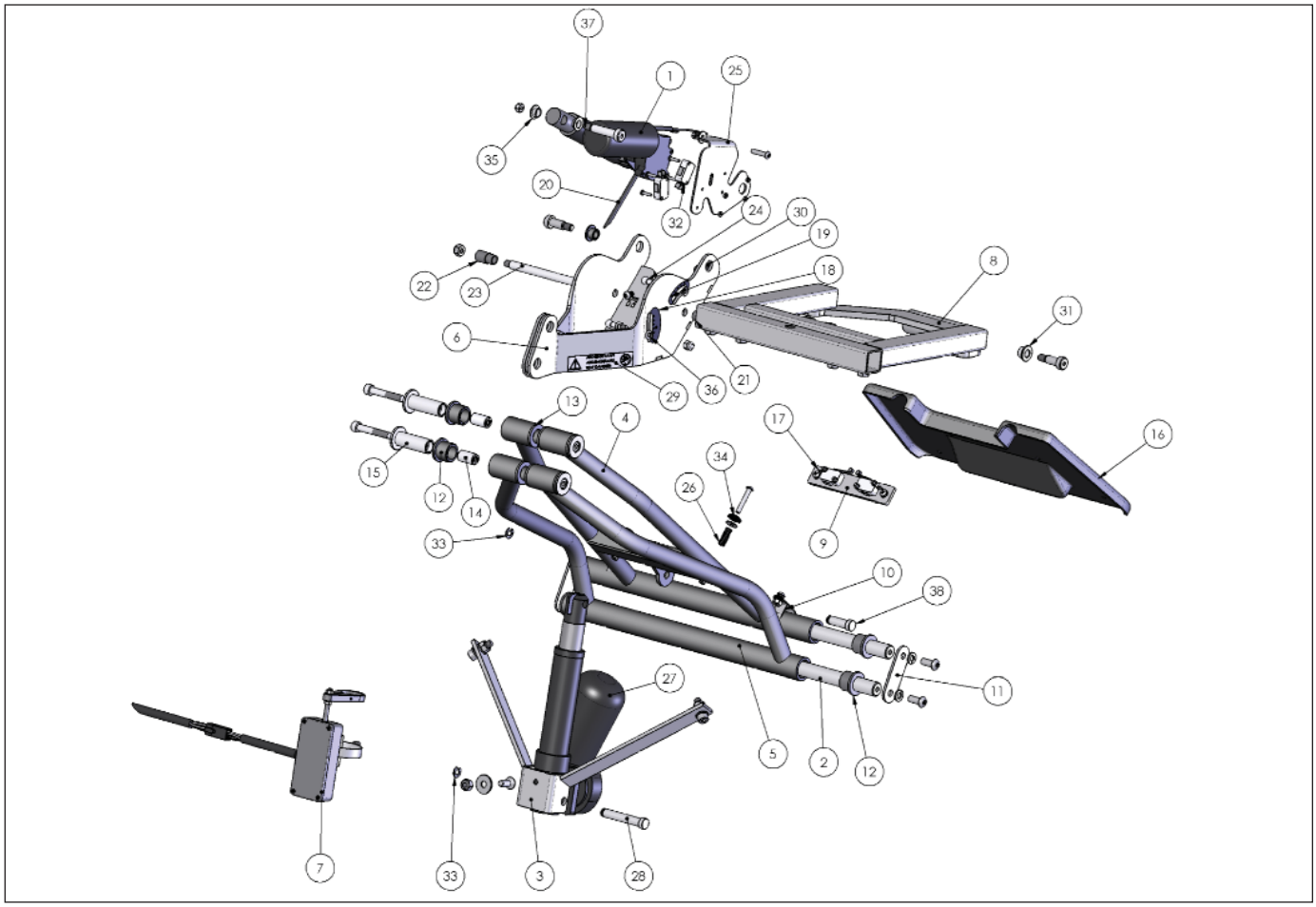
02 Covers and lighting - version 2



Pos	Qty	Article number	Description
1	1	71007	Battery box shield, Hippo
2	1	71006	Battery box cover, Hippo
3	2	00001.1504	Reflector, orange, self-adhesive, rectangular
4	1	71005	Side cover, Hippo, left
5	1	71004	Side cover, Hippo, right
6	1	71013	Mudguard Hippo, right
7	1	71014	Mudguard Hippo, left
8	1	71019	Rear cover, Hippo V2
9	1	7000025	LED lighting module (incl. cable), left
10	1	7000026	LED lighting module (incl. cable), right
11	2	7000016	Holder LED module
12	2	00001.1506	Reflector red 70x30mm

1.3 Seat adjustments

03 Electrical tilt and electrical high / low - version 3



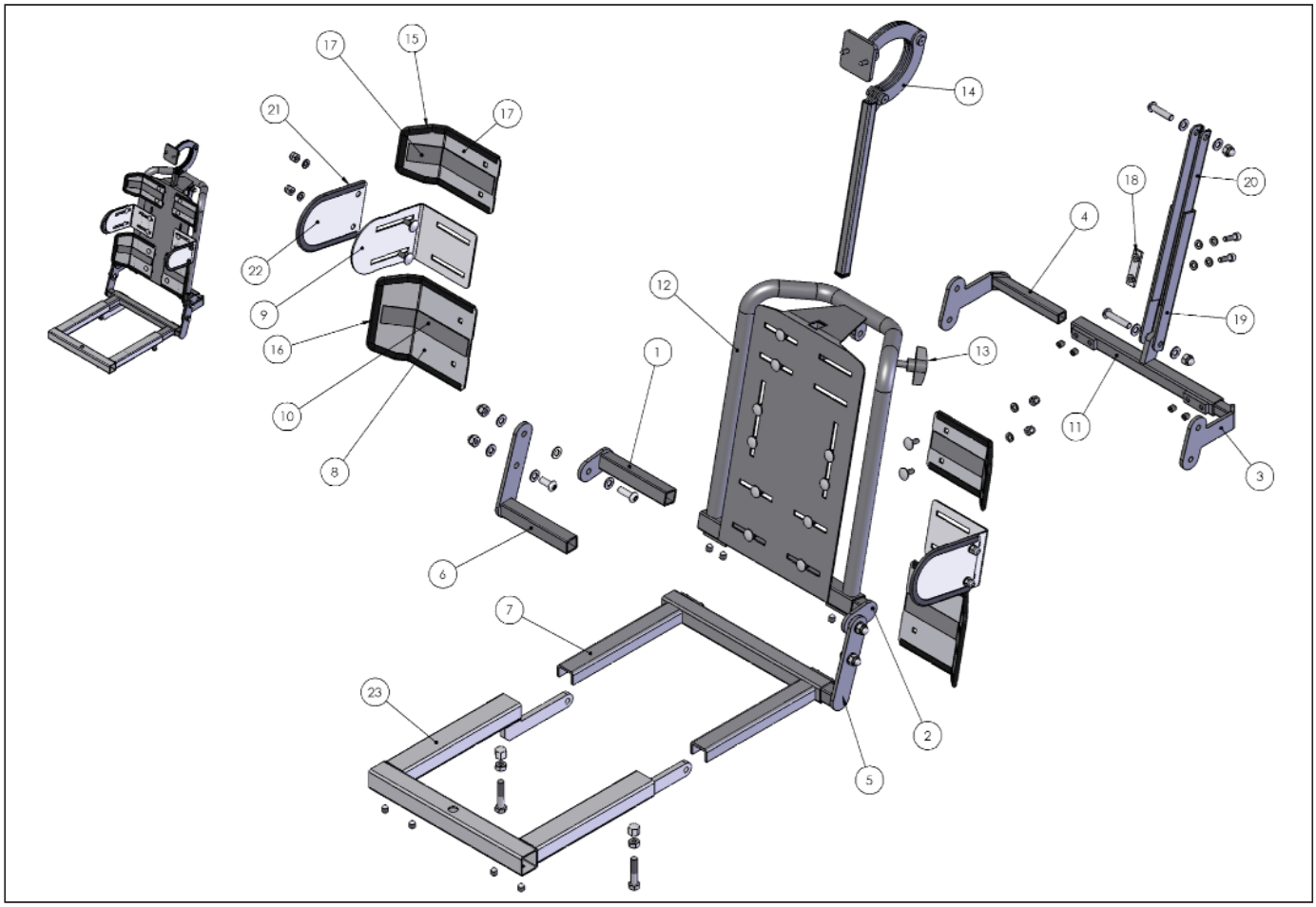
Pos	Qty	Article number	Description
1	1	7000074	Actuator tilt, Hippo V3
2	2	76001	Pin, raise, for Hippo
3	1	16107	Raise V-piece
4	1	76101	Raise upper frame for Hippo (straight)
5	1	76102	Raise lower frame for Hippo (curved)
6	1	7000068	Frame for tilt, Hippo V3
7	1	1008532	Switch box for electrical lift, Hippo V3 with PG
7	1	1008545	Switch box for electrical lift, Hippo V3 with DX
8	1	7000075	Seat frame Kid-Fit V3
9	1	9009009	Microswitch, raise, for Hippo
10	2	1004067	Hinge clip
11	2	76003	End plate for raise for Hippo
12	8	91067	Slide bearing plastic, M-250
13	4	91136	Slide bearing, MFM-18-24-12
14	2	76110	Wire bush, M8, diameter 14 x 25
15	4	76109	Adapter, raise, for Hippo
16	1	9009002	Terminal plate, raise, for Hippo
17	2	99035	Microswitch end stop roll for raise
20	1	7000076	Harness tilt, Hippo V3
21	1	7000073	Distance bush 82x10mm
22	1	7000072	Distance bush 26x10mm
23	1	7000071	Actuator axle, Hippo V3
24	2	7000070	Switch off pilar, Hippo V3
25	1	7000069	microswitchplate, Hippo V3
26	2	1004066	Pressure spring 7,7x0,7x35
27	1	1008306	Actuator fot seat lift
28	1	9002220	Pin, actuator, raise
29	2	008.00000.321	Sticker, trap danger
30	2	013.00011.000	Vibration damper

Continued from **03 Electrical tilt and electrical high / low - version 3**

Pos	Qty	Article number	Description
31	2	91049	Slide bearing, plastic, 10 14x20x10
32	2	99165	Microswitch
33	2	00000.1404	Shaft lock washer 7mm
34	2	00000.7001	Plastic Washer M5
35	2	00000.5305	Bearing bush 10X12X6 Iglidur
36	2	00000.2801	Cup Spring 12.5X6.2x0.5
37	1	00001.0102	Socket Head Shoulder Screw
38	1	9002219	Pin, actuator, raise
-	1	1015399	Electrical lift with electrical tilt PG
-	1	1015400	Electrical lift with electrical tilt DX

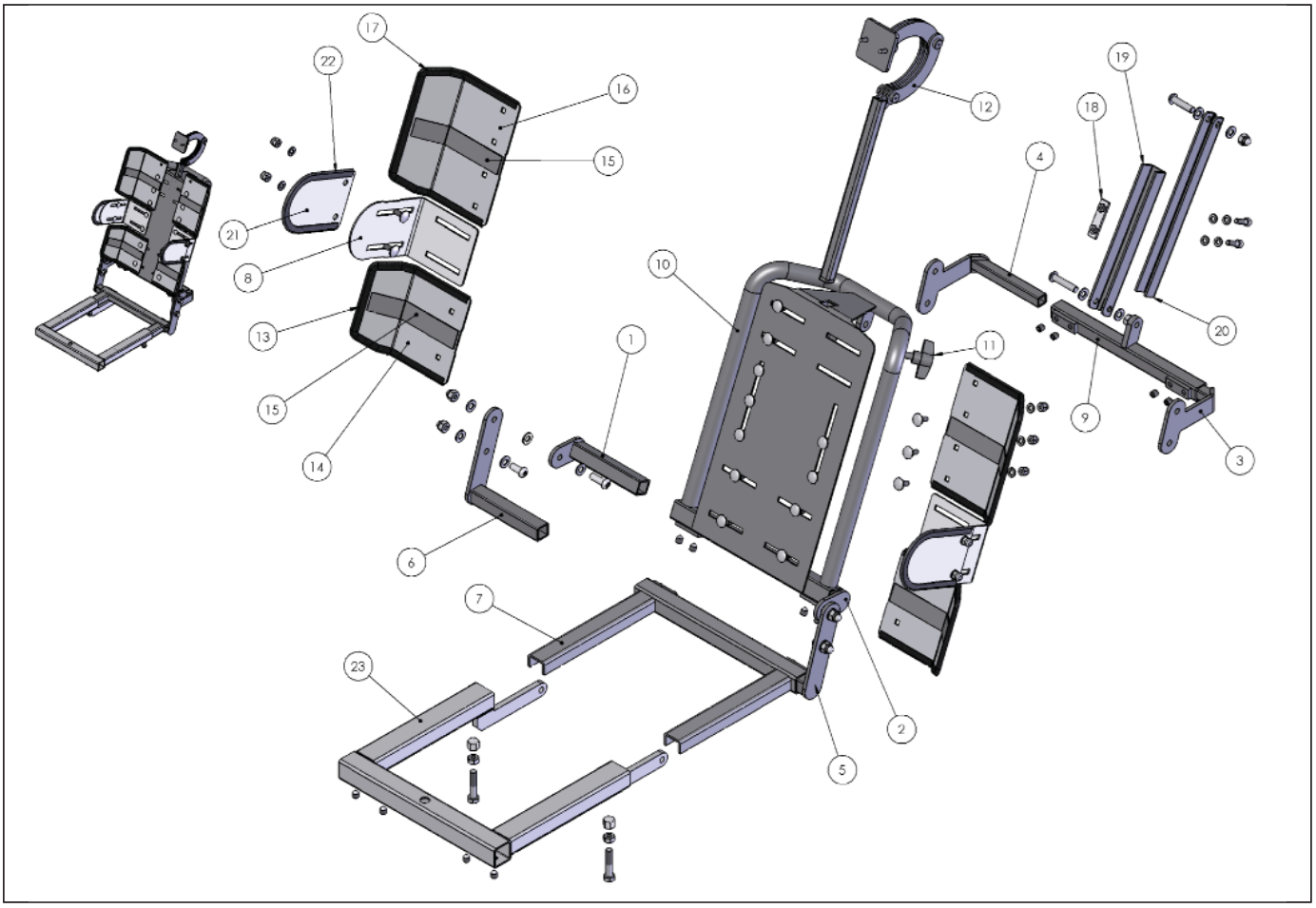
1.4 Seating frames

04 Optimum Support System 30 cm



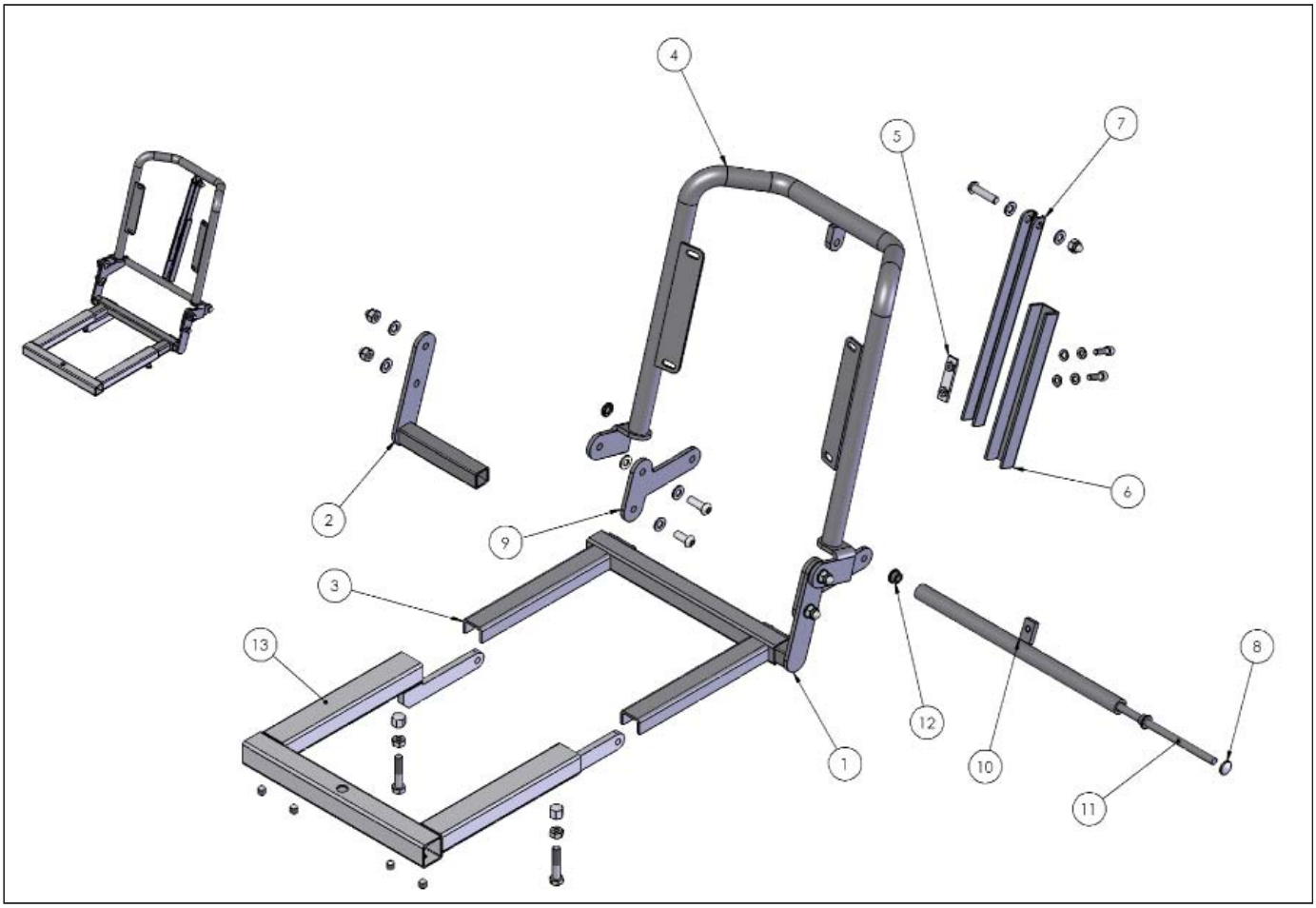
Pos	Qty	Article number	Description
1-22	1	SU11000	Optimum support system complete 30cm (without seat frame)
1	1	72107	OSS back holder, right
2	1	72106	OSS back holder, left
3	1	72108	OSS support holder, left
4	1	72109	OSS support holder, right
5	1	72033	Back holder, Kid-Fit, left
6	1	72034	Back holder, Kid-Fit, right
7	1	72002	Seat depth adjustment, Kid-Fit
8	2	72102	OSS hip plate, left/right
9	2	72103	OSS thoracic support plate, left/right
10	4	-	Velcro hook
11	1	72105	OSS receiver tube
12	1	72101	OSS back frame
13	1	8600281	Knob for raise push bar/wing bolt M8
14	1	HE10510	Headrest holder, metal sections
15	2	91102	Plain belt 1meter
16	2	91102	Plain belt 1meter
17	2	72104	OSS shoulder plate, left/right
18	1	12043	Washer plate for one-off setting of backrest adjustment
19	1	12042	One-off adjustable backrest adjustment, outer U section, for Kontiki
20	1	12040	One-off adjustable backrest adjustment, inner U section
21	2	91102	Plain belt 1meter
22	2	72111	OSS thoracic support adjustment
23	1	72001	Seat frame, Kid-Fit
-	1	1008665	Backrest actuator OSS

05 Optimum Support System 35 cm



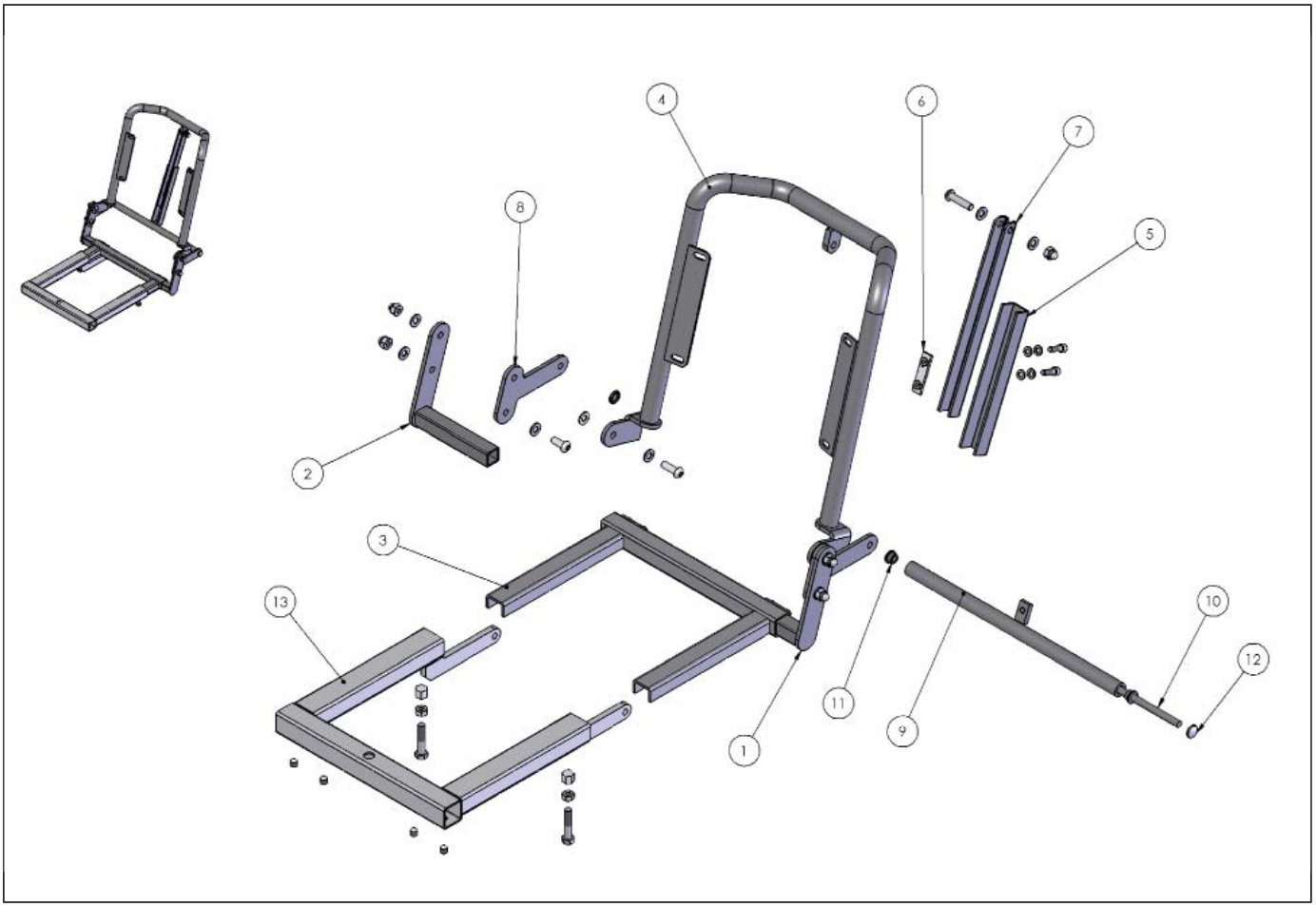
Pos	Qty	Article number	Description
1-22	1	SU12000	Optimum support system complete 35cm (without seat frame)
1	1	72107	OSS back holder, right
2	1	72106	OSS back holder, left
3	1	72108	OSS support holder, left
4	1	72109	OSS support holder, right
5	1	72033	Back holder, Kid-Fit, left
6	1	72034	Back holder, Kid-Fit, right
7	1	72002	Seat depth adjustment, Kid-Fit
8	2	72103	OSS thoracic support plate, left/right
9	1	72105	OSS receiver tube
10	1	72101	OSS back frame
11	1	8600281	Knob for raise push bar/wing bolt M8
12	1	HE10510	Headrest holder, metal sections
13	4	91102	Plain belt 1meter
14	2	72102	OSS hip plate, left/right
15	4	-	Velcro hook
16	2	72110	OSS shoulder plate, elevated, left/right
17	4	91102	Plain belt 1meter
18	1	12043	Washer plate for one-off setting of backrest adjustment
19	1	12042	One-off adjustable backrest adjustment, outer U section, for Kontiki
20	1	12040	One-off adjustable backrest adjustment, inner U section
21	2	72111	OSS thoracic support adjustment
22	4	91102	Plain belt 1meter
23	1	72001	Seat frame, Kid-Fit
-	1	1008665	Backrest actuator OSS

06 Kid-fit 30 cm



Pos	Qty	Article number	Description
1	1	72033	Back holder, Kid-Fit, left
2	1	72034	Back holder, Kid-Fit, right
3	1	72002	Seat depth adjustment, Kid-Fit
4	1	72003	Back frame, Kid-Fit
5	1	12043	Washer plate for one-off setting of backrest adjustment
6	1	12046	One-off adjustable backrest, outer U section, for Kid-Fit
7	1	12040	One-off adjustable backrest adjustment, inner U section
8	2	00000.8403	Quick-locking system with cap 8mm chr
9	2	72032	Actuator holder, Kid-Fit
10	1	72037	Back mounting, lower, Kid-Fit, width 30 cm
11	1	72038	Pin, back mounting, lower, Kid-Fit, width 30 cm
12	2	91018	Bush bearing IJzk 08/12-8
13	1	72001	Seat frame, Kid-Fit
-	1	16510	Backrest actuator Kid-fit

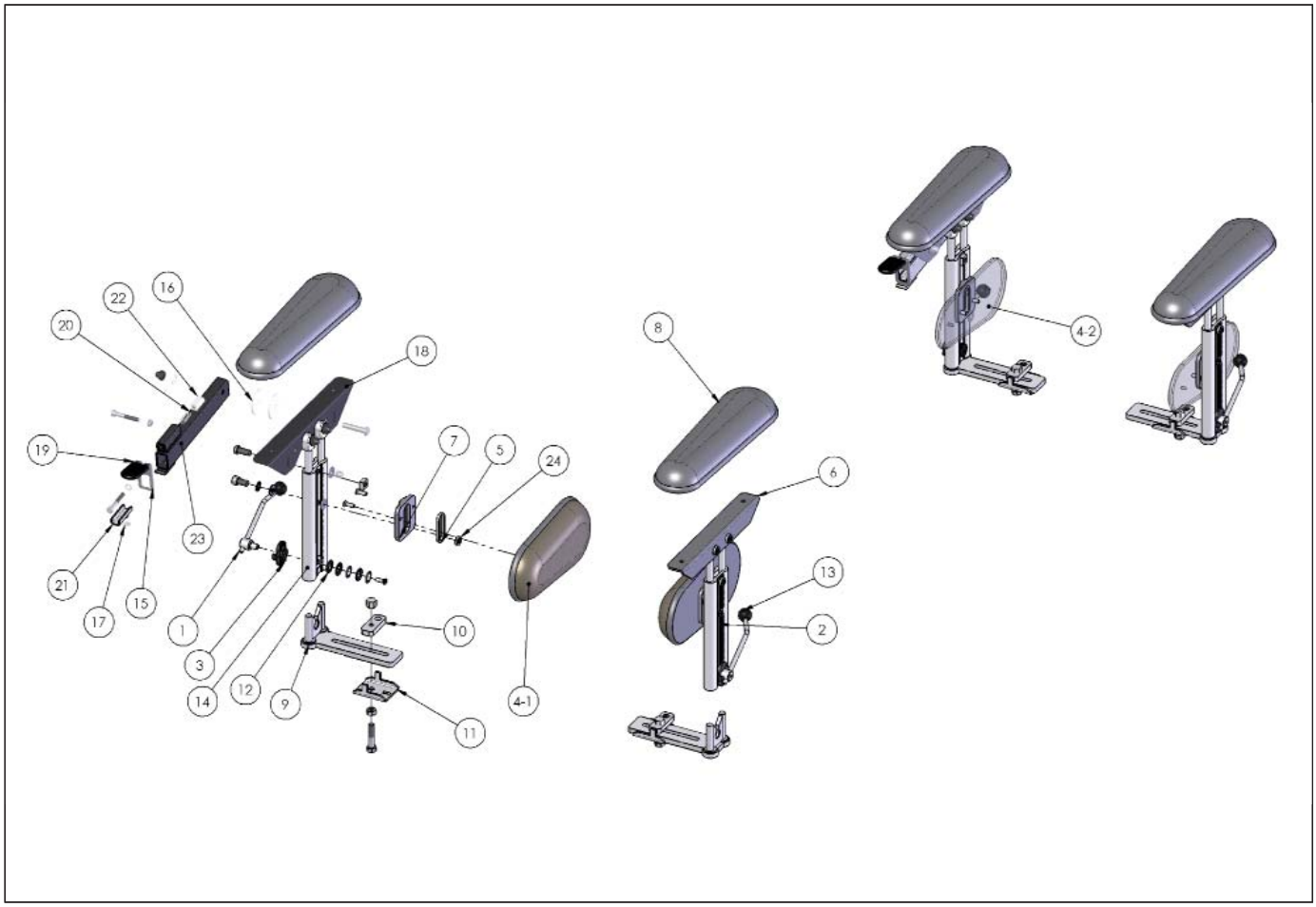
07 Kid-fit 35 cm



Pos	Qty	Article number	Description
1	1	72033	Back holder, Kid-Fit, left
2	1	72034	Back holder, Kid-Fit, right
3	1	72002	Seat depth adjustment, Kid-Fit
4	1	72003	Back frame, Kid-Fit
5	1	12046	One-off adjustable backrest, outer U section, for Kid-Fit
6	1	12043	Washer plate for one-off setting of backrest adjustment
7	1	12040	One-off adjustable backrest adjustment, inner U section
8	2	72032	Actuator holder, Kid-Fit
9	1	72035	Back mounting, lower, Kid-Fit, width 35 cm
10	1	72036	Pin, back mounting, lower, Kid-Fit, width 35 cm
11	2	91018	Bush bearing IJzk 08/12-8
12	2	00000.8403	Quick-locking system with cap 8 mm
13	1	72001	Seat frame, Kid-Fit
-	1	16510	Backrest actuator Kid-fit

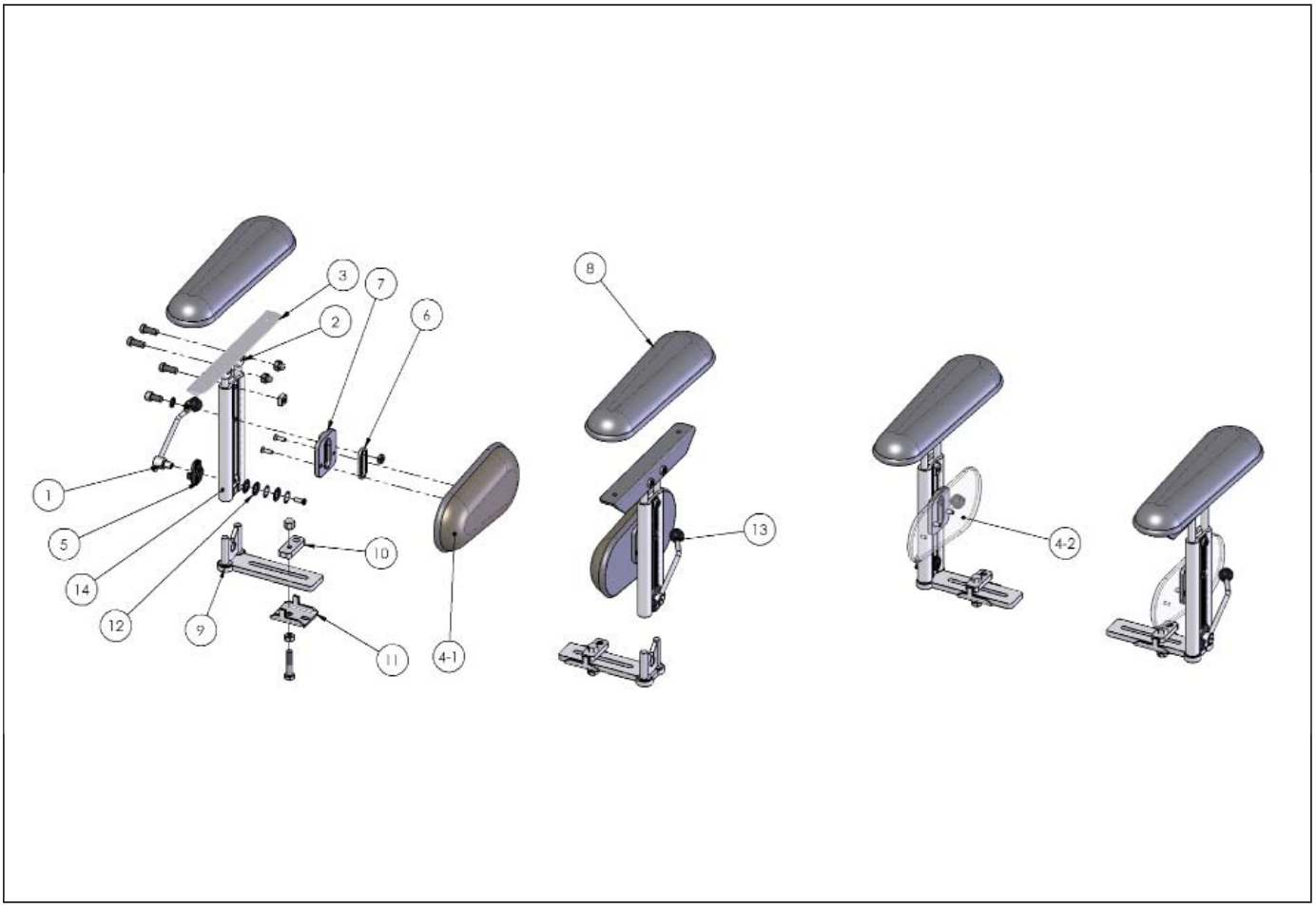
1.5 Armrests

08 Armrest with remote



Pos	Qty	Article number	Description
1	2	42203	Armrest release, left/right
2	4	72008	Bar, height adjustment for armrest, Kid-Fit
3	2	42204	Locking plate for armrest release
4	2	15407	Side cushion, Pediatric
4	2	77004	Side shield, Kid-Fit
5	2	42205	Spacer plate, side shield
6	1	12003	Armrest support
7	2	12031	Side cushion bracket
8	2	15202	Arm rest Pediatric
9	2	12021	Armrest width adjustment
10	2	12026	Thread block
11	2	12022	Support bracket, width adjustment
12	10	1006754	Cupped spring washer 20x8x0,6
13	2	8600282	Ball knob M6 R/20 black
14	2	72009-QR	Side support, Kid-Fit
15	1	12009	Controller bracket handle
16	2	99030	Washer nylon 8,4x40
17	1	1006753	Quick-locking system with cap 4mm chr
18	1	12016	Armrest mount for controller
19	1	12014	Cap for controller bracket handle
20	1	12019	Spring
21	1	12015	Fixation U section
22	1	12010	Stop pin
23	1	12008	Controller bracket tube
-	1	ST10000	Parallel swing away remote bracket
-	1	ST10001L	Drop down remote bracket, left
-	1	ST10001R	Drop down remote bracket, right

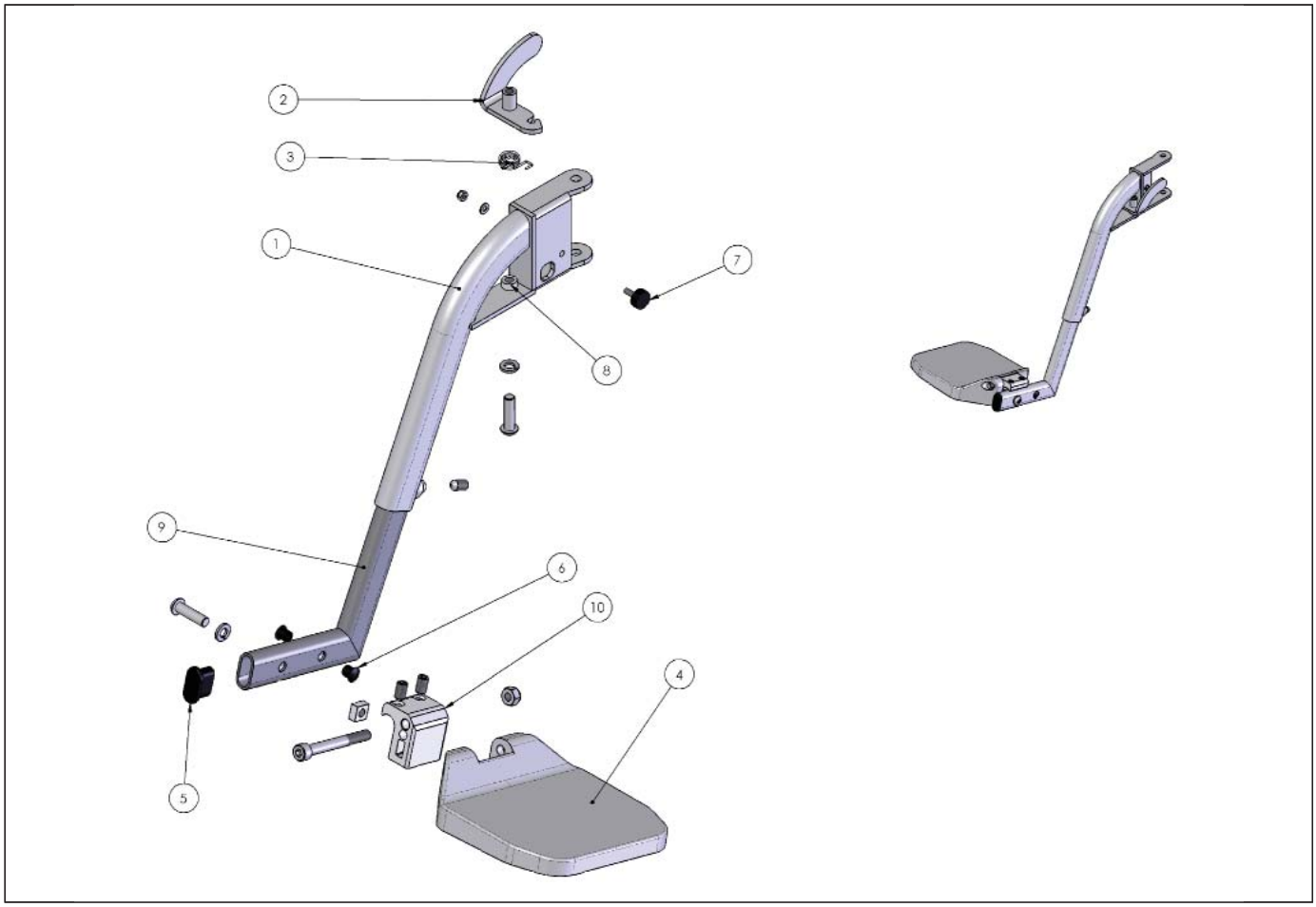
09 Armrest without remote



Pos	Qty	Article number	Description
1	2	42203	Armrest release, left/right
2	4	72008	Bar, height adjustment for armrest, Kid-Fit
3	2	12003	Armrest support
4	2	15407	Side cushion, Pediatric
4	2	77004	Side shield, Kid-Fit
5	2	42204	Locking plate for armrest release
6	2	42205	Spacer plate, side shield
7	2	12031	Side cushion bracket
8	2	15202	Arm rest Pediatric
9	2	12021	Armrest width adjustment
10	2	12026	Thread block
11	2	12022	Support bracket, width adjustment
12	10	1006754	Cupped spring washer 20x8x0,6
13	2	8600282	Ball knob M6 R/20 black
14	2	72009-QR	Side support, Kid-Fit

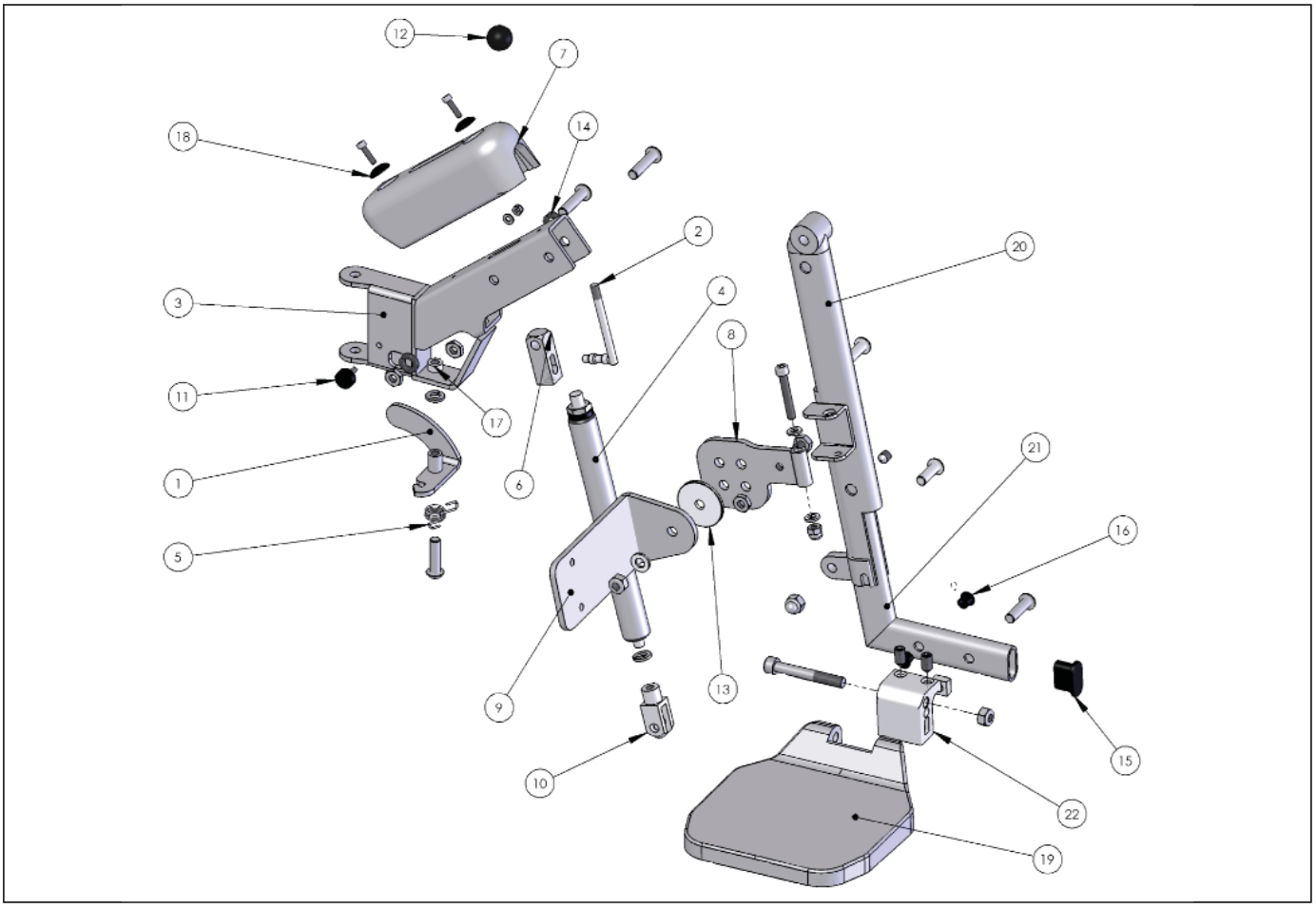
1.6 Legrests

10 Standard legrest 30 / 35 cm



Pos	Qty	Article number	Description
1	1	74019	Upper tube leg rest, Kid-Fit standard, right
1	1	74018	Upper tube leg rest, Kid-Fit standard, left
2	1	14006	Leg rest release lever, right
2	1	14005	Leg rest release lever, left
3	1	14014	Spring release lever, right
3	1	14011	Spring release lever, left
4	1	74008	Footplate, small (160x160)
4	1	74009	Footplate, medium (185x160)
5	1	8049150	Insert cap, flat, oval, 30x15
6	2	91065	Decorative plug, 8.5x12x8
7	1	91039	Vibration damper, M4x13
8	1	8600620	Bling rivet nut M8
9	1	74017	Lower tube, Kid-Fit, RWD
10	1	74010	Ankle hinge, Kid-Fit
-	1	BS11000L	Standard pediatric leg rest (Seat width 30) left
-	1	BS11000R	Standard pediatric leg rest (Seat width 30) right
-	1	BS11000	Standard pediatric leg rests (Seat width 30) set
-	1	BS11005L	Standard pediatric leg rest (Seat width 35) left
-	1	BS11005R	Standard pediatric leg rest (Seat width 35) right
-	1	BS11005	Standard pediatric leg rests (Seat width 35) set

11 Comfort legrest 30 / 35 cm

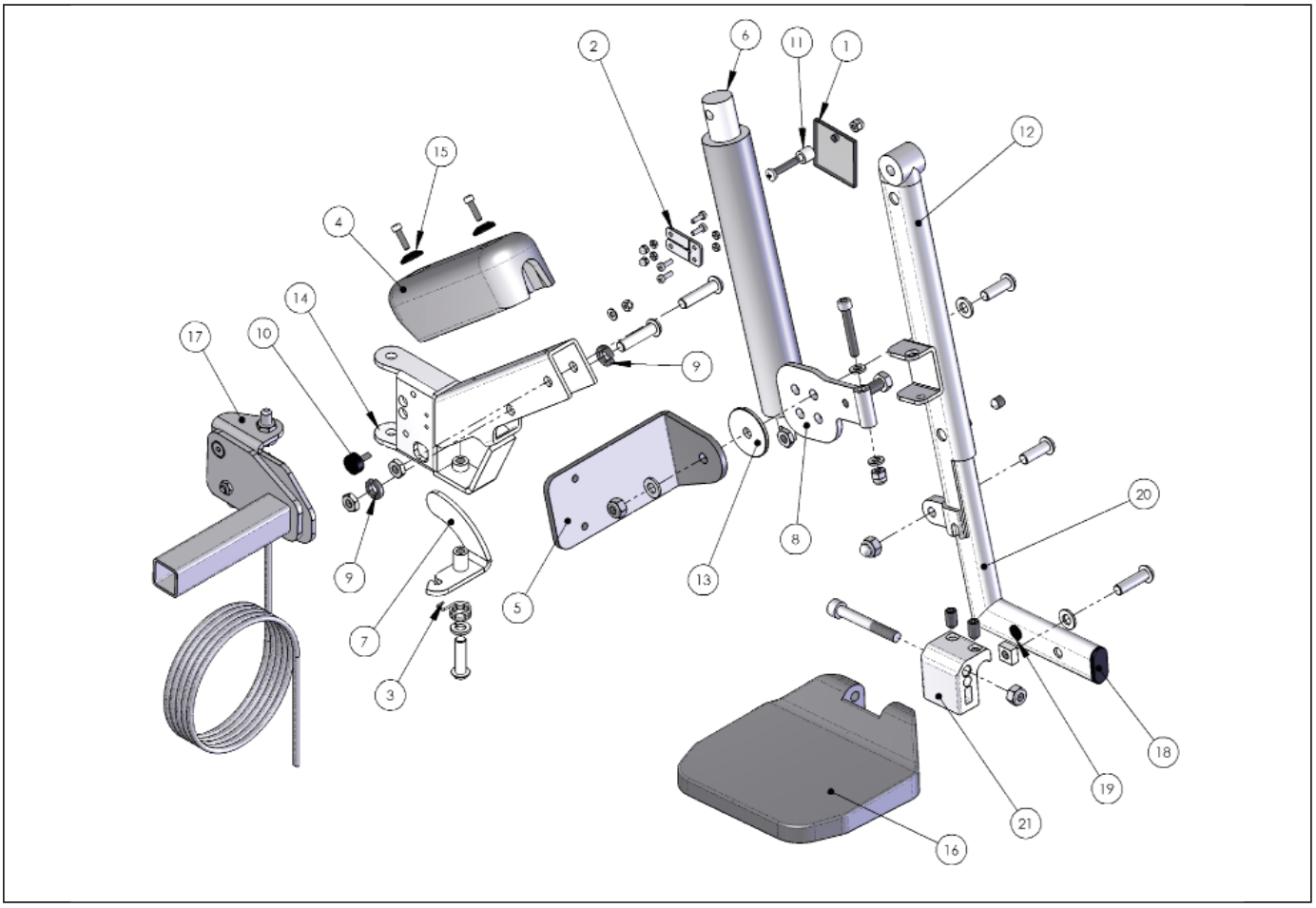


Pos	Qty	Article number	Description
1	1	14005	Leg rest release lever, left
1	1	14006	Leg rest release lever, right
2	1	14036	Operating lever for comfort leg rest
3	1	14015	Leg rest head for comfort leg rest, left
3	1	14016	Leg rest head for comfort leg rest, right
4	1	91025	Gas spring for comfort leg rest
5	1	14011	Spring release lever, left
5	1	14014	Spring release lever, right
6	1	91040	Control block, gas spring, right-angled (excluding lever and knob)
7	1	14023	Cap, comfort leg rest
8	1	14026	Hinge, calf support
9	1	14027	Calf support bracket
10	1	001.14080.002	Fork, M8x16
11	1	91039	Vibration damper, M4x13
12	1	8600282	Ball knob M6 R/20 black
13	1	99030	Washer nylon 8,4x40
14	2	91046	Fixing ring
15	1	8049150	Insert cap, flat, oval, 30x15
16	2	91065	Decorative plug, 8.5x12x8
17	1	8600620	Bling rivet nut M8
18	2	00000.7001	Plastic Washer M5
19	1	74008	Footplate, small (160x160)
19	1	74009	Footplate, medium (185x160)
20	1	74023	Upper tube for comfort leg rest, Kid-Fit, left
21	1	74024	Upper tube for comfort leg rest, Kid-Fit, right
21	1	74017	Lower tube, Kid-Fit, RWD
22	1	74010	Ankle hinge, Kid-Fit
-	1	BS11322L	Comfort pediatric leg rest (Seat width 30) left
-	1	BS11322R	Comfort pediatric leg rest (Seat width 30) right
-	1	BS11322	Comfort pediatric leg rests (Seat width 30) set

Continued from **11 Comfort legrest 30 / 35 cm**

Pos	Qty	Article number	Description
-	1	BS12322L	Comfort pediatric leg rest (Seat width 35) left
-	1	BS12322R	Comfort pediatric leg rest (Seat width 35) right
-	1	BS12322	Comfort pediatric leg rests (Seat width 35) set

12 Electrical legrest 30 / 35 cm

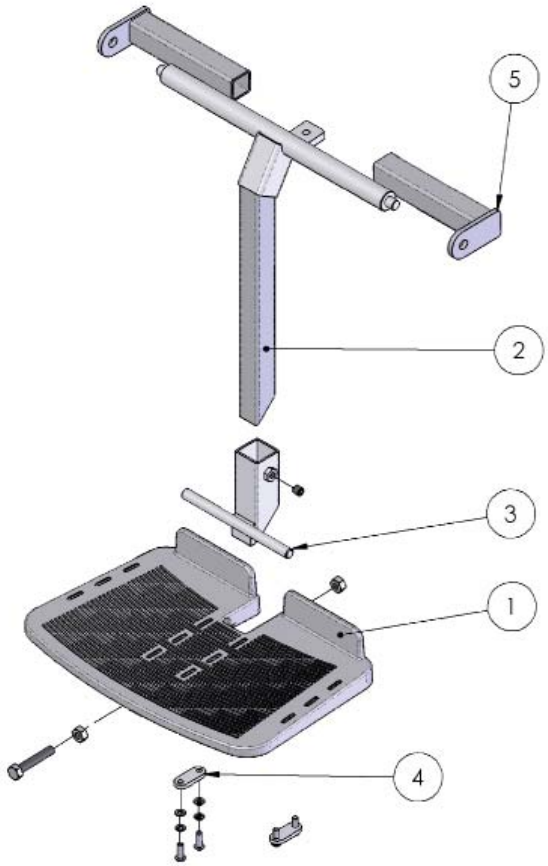


Pos	Qty	Article number	Description
1	1	14037	Cover plate for powered leg rest
2	1	14034L	Cable set, legrest left
2	1	14034R	Cable set, legrest right
3	1	14011	Spring release lever, left
3	1	14014	Spring release lever, right
4	1	14042	Cap, powered leg rest
5	1	14027	Calf support bracket
6	1	16504	Actuator, leg adjustment, left or right
7	1	14005	Leg rest release lever, left
7	1	14006	Leg rest release lever, right
8	1	14026	Hinge, calf support
9	2	91046	Fixing ring
10	1	91039	Vibration damper, M4x13
11	1	91064	Spacer, 6.2x10x10
12	1	74023	Upper tube for comfort leg rest, Kid-Fit, left
12	1	74024	Upper tube for comfort leg rest, Kid-Fit, right
13	1	99030	Washer nylon 8,4x40
14	1	14031	Leg rest head, powered leg rest, left
14	1	14032	Leg rest head, powered leg rest, right
15	2	00000.7001	Plastic Washer M5
16	1	74008	Footplate, small (160x160)
16	1	74009	Footplate, medium (185x160)
17	1	BS30020L	Leg rest bracket, angle adjustable, for powered leg rest, left
17	1	BS30020R	Leg rest bracket, angle adjustable, for powered leg rest, right
18	1	8049150	Insert cap, flat, oval, 30x15
19	2	91065	Decorative plug, 8.5x12x8
20	1	74017	Lower tube, Kid-Fit, RWD
21	1	74010	Ankle hinge, Kid-Fit
-	1	BS11320L	Electrical pediatric leg rest (Seat width 30) left
-	1	BS11320R	Electrical pediatric leg rest (Seat width 30) right

Continued from **12 Electrical legrest 30 / 35 cm**

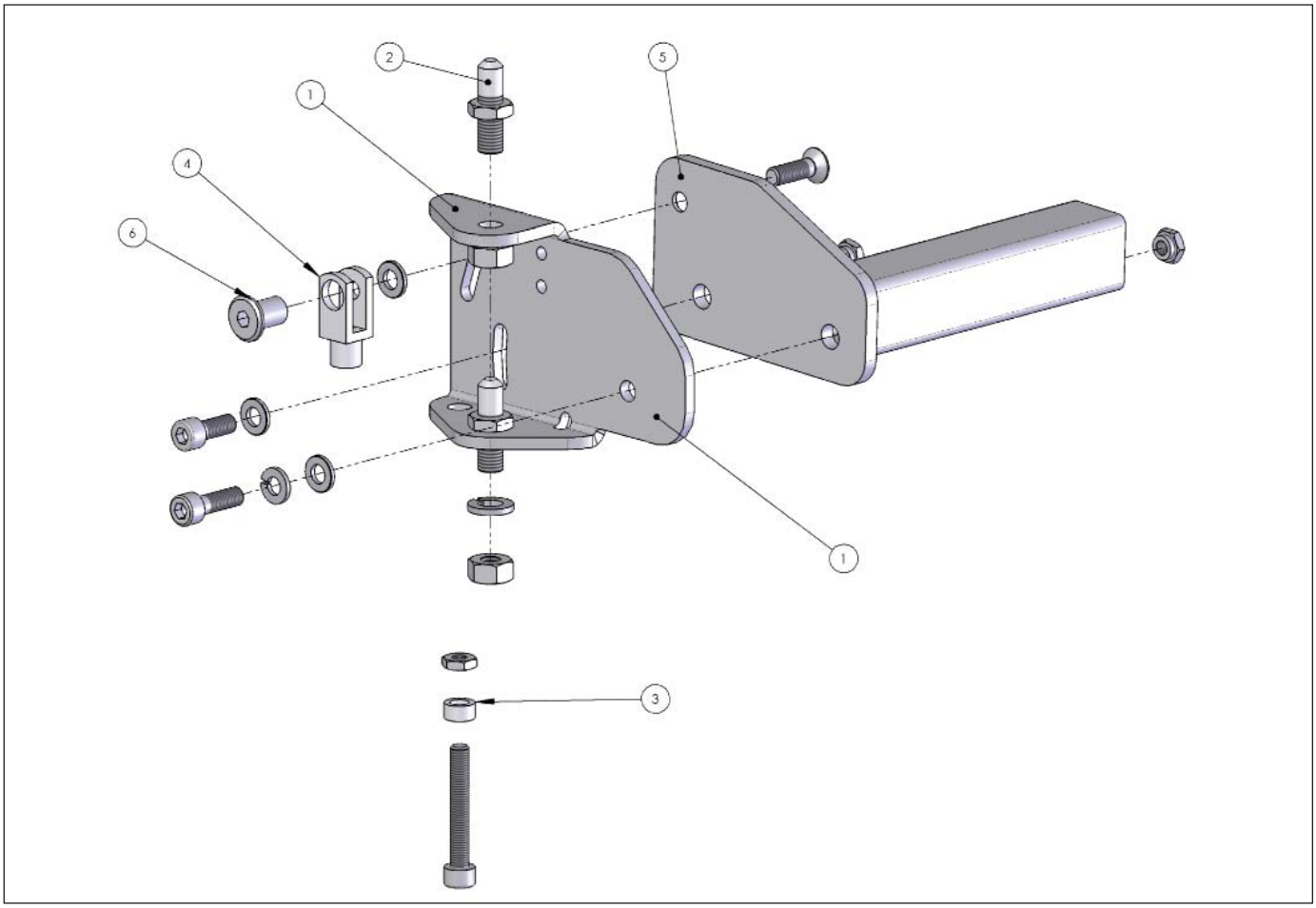
Pos	Qty	Article number	Description
-	1	BS11320	Electrical pediatric leg rests (Seat width 30) set
-	1	BS11325L	Electrical pediatric leg rest (Seat width 35) left
-	1	BS11325R	Electrical pediatric leg rest (Seat width 35) right
-	1	BS11325	Electrical pediatric leg rests (Seat width 35) set

13 Central legrest



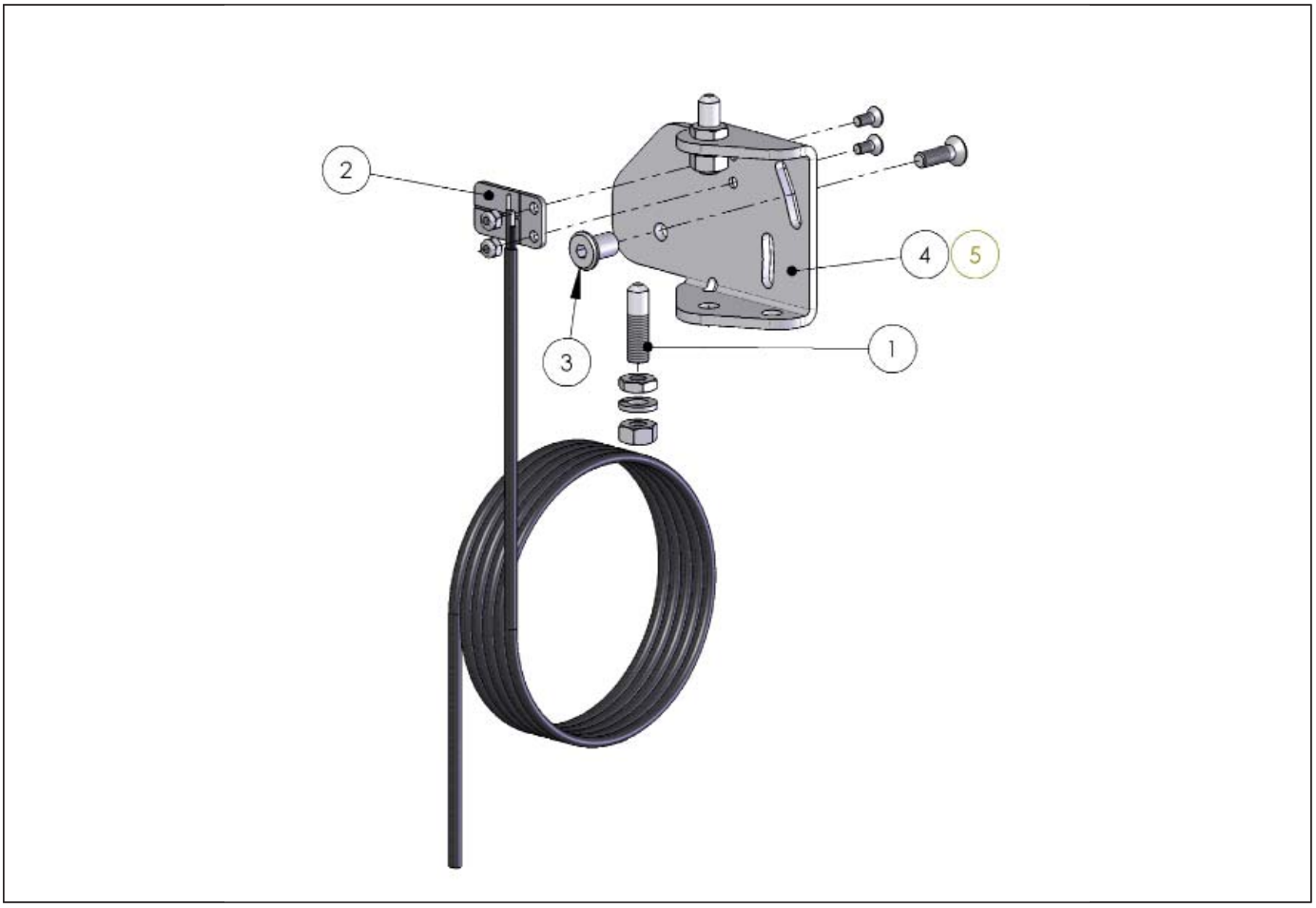
Pos	Qty	Article number	Description
1	1	74013	Footplate for single central leg rest, Kid-Fit
2	1	74014	Leg rest tube for single central leg rest for Kid-Fit
3	1	74015	Sliding tube for footplate, single central leg rest, Kid-Fit
4	2	74025	Footplate bracket for single central leg rest, Hippo
5	2	14115	Bracket for single central mechanical leg rest (Kid-Fit)
-	1	BS12000	Single central pediatric leg rest, right-angled, mechanical

14 Legrest holder



Pos	Qty	Article number	Description
1	1	14903	Mounting plate, leg rest bracket, powered adjustment, left
1	1	14904	Mounting plate, leg rest bracket, powered adjustment, right
2	2	14500	Hinge pin + lock nut
3	1	91077	Spacer bushing, 6.2x10.5
4	1	91035	Fork, M6x12 with 1 x diameter 10.1
5	1	14901	Adjustable leg rest bracket, left
5	1	14902	Adjustable leg rest bracket, right
6	1	8741160	Flat nut M6
-	1	BS30010L	Leg rest bracket, one-off adjustment, left
-	1	BS30010R	Leg rest bracket, one-off adjustment, right

15 Mounting plate for legrest holder



Pos	Qty	Article number	Description
1	2	14500	Hinge pin + lock nut
2	1	14033	Leg rest contact for mounting on leg rest bracket
3	1	8741160	Flat nut M6
4	1	14905	Mounting plate, powered leg rest bracket, left
4	1	14906	Mounting plate, powered leg rest bracket, right
-	1	BS30024L	Mounting plate, electrical leg rest bracket, including hinge pin, left
-	1	BS30024R	Mounting plate, electrical leg rest bracket, including hinge pin, right

2 Specifications

2.1 CE declaration of conformity

CE The product is in conformity with the provisions of the Medical Devices Directive and carries the CE mark.
The product also meets the following requirements and standards. This has been verified by independent test organizations.

Standard	Definition/description
EN 12184 (1999)	Electrically powered seating systems.
ISO 7176-8	Requirements for impact, static and fatigue strength.
ISO 7176-9	Climatic tests for electric seating systems and scooters.
ISO 7176-14	Drive and control systems for electric wheelchairs
ISO 7176-16	Requirements for resistance to ignition of upholstered parts.
ISO 7176-19	Crash test.

2.2 Technical specifications

Description	Hippo	Unit
Axle configuration	FWD	
Maximum user weight	60	kg
Batteries	60 / 74	Ah
Total weight excl. batteries	92	kg
Total weight incl. batteries	122	kg
Total length	895	mm
Total width	630	mm
Seat angle	0 - 40 (elek)	°
Seat depth	250 - 400	mm
Seat width	250 - 380	mm
Seat height excl. cushion	440 (incl. H/L)	mm
Seat height incl. cushion	530	mm
Backrest angle	90 - 110	°
Back height	390 - 400	mm
Lower leg length	250 - 400	mm
Armrest height	150 - 300	mm
Diameter castor wheels (indoor)	230	mm
Diameter castor wheels (outdoor)	230	mm
Diameter drive wheels	350	mm
Tyre pressure castor wheels	3.5	bar
Tyre pressure drive wheels	2.8	bar
Maximum speed	10	km/h
Range (ISO 7176-4)	35	km
Dynamic stability (max. safe slope)	12 (20,9%)	°
Obstacle height	80	mm
Ground clearance	80	mm
Turning radius (ISO 7176-5)	680	mm
Electrical backrest adjustment	90 - 120	
Electrical seat tilt adjustment	0 - 40	°
Electrical high / low	0 - 340	mm

3 Warranty

3.1 Definitions of terms

Definitions of terms used in this warranty:
- Consumable part: Part that is subjected to natural wear and tear or natural contamination during normal operation within the lifetime of the product (section 9 of Handicare's general terms and conditions of sale);
- Client: Those who purchase the product directly from Handicare;
- Corrective action: Repair, replace or refund of the product;
- Dealer: Those who re-sell the product to the User;
- Defect: Any circumstance due to which the product is not sound or fit to use, caused by a lack of quality of the material used to manufacture the product as well as the quality of the manufacturing process;
- Option: An accessory delivered by Handicare to extend the standard product model;
- Product: Product that is delivered according to brochure or contract (e.g. wheelchair, scooter, battery-charger etc.);
- Part: Part of product that can be exchanged or replaced. This can be an option, accessory, service part or consumable part;
- Returns: Product or part that needs to be returned;
- RMA-process: Process to return goods, contact Handicare's Customer Service;
- Service part: Part that is durable and may be subjected to natural wear and tear or natural contamination during normal operation within the lifetime of the product.;
- User: Those who use the product;
- Warranty: The rights and obligations set forth in this document;
- Warranty period: The period of time during which the warranty is valid;
- Warranty provider: Handicare B.V., Vossenbeemd 104, 5705 CL Helmond, The Netherlands.

Notwithstanding the rights and obligations of Handicare, Client and User set forth in Handicare's general terms and conditions of sale, the rights of the Client and/or User towards Handicare in case of defects are limited to the provisions set forth in this warranty. For the duration of the warranty period Handicare guarantees that the product is without defects.
In case of any defects the User is required –within two weeks after discovery of the defect- to contact the dealer. He has to complete a return form and return the product or part via the RMA-process. Handicare will, at its sole discretion, take the corrective action it seems fit under the given circumstances within a reasonable period of time (depends on nature of claim) from receipt of the completed return form. The warranty period will not be extended after a corrective action.

3.2 Warranty period table

Power wheelchairs / scooters

Description	Warranty period	Examples include, but are not limited to the parts mentioned below
Frame	2 years	Weldment/frame
Drive system	1 year	Transaxle, motor, motor brake
Electronics	1 year	Controller, controlling mechanism, wiring harness, electronic components
Service Parts	New: 1 year after invoice Repaired: 90 days after invoice	Brakes
Consumable parts	40 days after invoice	Wheels, push handles etc.
Options/Accessories	2 years	Mirror, mudguards etc. Not being service part or consumable part.

Handicare will only accept shipment costs and corrective costs related to warranty on equipment during the warranty period.

This warranty will void in case of:
- The product and/or its parts being modified or items having been added by others than Handicare;
- Changes in cosmetic appearance by use;
- Failure to observe the instructions for use and maintenance, use other than normal use, wear and tear, negligence, collateral damage by neglect of earlier symptoms, overloading, third-party accidents, non-original parts used and defects not caused by the product;
- Circumstances beyond our control (flood, fire, etc.).

This warranty does not cover:
- Tyres and inner tubes
- Batteries (covered by the battery manufacturer's warranty).

Clients and/or Users have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This warranty does not affect statutory rights you may have nor those rights that cannot be excluded or limited, nor rights against the entity from whom the product was purchased. Clients may assert any rights they have at their sole discretion.

Version	Page	Draw	Changes
V1 2014			Created separate Hippo service manual and delete End of Service exploded views
	5	01	• Changed description and article number position 35: AC20410, Spring strut, standard, L=215 • Added article numbers 91127, 1003243, 1003242, 1011125 and 1011124
	7	02	• Switched article numbers position 4 and 5 (left was right and right was left) • Switched article numbers position 6 and 7 (left was right and right was left)
	9	03	Added article numbers 1015399 and 1015400
	19	12	Changed article number position 2 from 19034 into 14034L and 14034R
V1 2015	5	1	• Changed description article number 11060 • Changed article numbers 9002251, 9002252, 1008812 and 1008813 into 1015242, 1015243, 1015252 and 1015253 • Added article numbers 31014, 01003, 91128, 1015116, 1015107, 1015117, 1015111, SP20019, 19030, 99120 and 99117 • Updated drawing
	8	3	• Changed article numbers 76114, 76113 and 16101 into 9009009, 9009002 and 1008306 • Deleted article numbers 7000085 and 7000086
	10	4	Added article number SU11000 and 1008665
	11	5	Added article number SU12000 and 1008665
	12	6	Added article number 16510
	13	7	Added article number 16510
	14	8	Added article numbers ST10000, ST10001L and ST10001R
	25		Updated warranty text

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